

**BY ORDER OF THE COMMANDER
PACIFIC AIR FORCES**

PACIFIC AIR FORCES MANUAL 33-301

28 MARCH 2016



Communications and Information

**PACIFIC AIR FORCES
POSTAL MANUAL**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

ACCESSIBILITY: Publications and forms are available on the e-Publishing website at www.e-Publishing.af.mil for downloading and ordering

RELEASABILITY: There are no release restrictions on this publication

OPR: PACAF AIRPS/DO

Certified by: PACAF AIRPS/CC
(Maj Todd J. Caskey)

Supersedes: PACAFMAN33-301,
18 Oct 2012

Pages: 32

This Pacific Air Forces Postal Manual adds to procedures in Department of Defense (DoD) 4525.6-M, *Department of Defense Postal Manual* and DoD 4525.8-M, *Department of Defense Official Mail Manual*. This manual applies to all Pacific Air Forces (PACAF) activities and provides guidance, establishes procedures, and assigns responsibility to PACAF Postal Operations. This publication does not apply to the Air National Guard (ANG) and the Air Force Reserve Command (AFRC), unless specifically aligned under or augmenting PACAF postal activities. Deviations from procedures described in this manual are prohibited without written approval from PACAF AIRPS/DO. Send requests for deviation, with justification, to PACAF AIRPS/DO, 25 E. Street, Suite D-214, Joint Base Pearl Harbor Hickam, Hawaii, 96853-5493. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using Air Force (AF) Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional chain of command. The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the Publication OPR for non-tiered compliance items. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW the Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS).

SUMMARY OF CHANGES

This manual adds/modifies removing DD Form 285 and PS Form 2257 requirement for postal volunteers; revised requirements for training and SEI certification; updated supplies and equipment requisition processes; added procedures for reporting Postal Offenses; Attachment 2, modified inspection criteria and ratings scale.

Section A— Background.	4
1. Overview:.....	4
2. Responsibilities	4
Section B— General Overview.	5
3. Each postal activity shall develop functional continuity binder(s).	5
Section C— Base Support Plan and Contingency Operations.	6
4. Base Support Plan (BSP).	6
Section D— Quality Control QC and Self-Inspections.	6
5. Recommend activities conduct frequent QC of all functional areas.	6
Section E— Registered Mail.	7
6. During duty hours, the primary registry clerk will:	7
Section F— Mail Collection and Intra/Inter-Theater Delivery.	7
7. Mail collection boxes will:.....	7
Section G— Accountable Mail Claims.	8
8. Claims may be filed at any post office:	8
Section H— Mail Covers.	9
9. PACAF A3/6 is the approval authority for mail covers.....	9
Section I— Postal Publicity Program.	9
10. PACAF postal activities must:	9
Section J— Directory Service.	10
11. Provide directory service for all balloting materials and dispatch items immediately.	10

Section K— Transportation.	10
12. PACAF activities will dispatch military mail via Automated Military Postal System (AMPS).	10
Section L— Postal Service Center.	12
13. Receptacles are only issued to sponsors.	12
Figure 1. NAF/Private Organization Mail Example.	12
Section M— Official Mail Center.	14
14. The Official Mail Manager (OMM) will:	14
Section N— Security Measures.	14
15. Customers in uniform do not need to show their ID cards to purchase stamps or money orders with cash.	14
Section O— Postal Volunteer Program.	16
16. The APO supervisor will:	16
Section P— Mandatory Training for Military and Civilian Postal Clerks.	16
17. All postal activities must:.....	16
Section Q— Supplies and Equipment.	16
18. USPS equipment designated for the C-kits will:	16
Section R— COPE Responsibilities and Finance Operations.	18
19. Local variations are authorized, but exception to:	18
Section S— AMPS.	22
20. Postal activities must maintain current and updated profiles in AMPS.....	22
Section T— AMT and MCA.	22
21. The following AMTs are designated as Mail Transportation Equipment depositories for APOs in their respective geographic areas:	22
Section U— Voting Process.	23
22. Balloting material must:.....	23

Section V— Limiting Postal Privileges.	23
23. All actions regarding the intent to limit, suspend, or revoke MPS privileges of organizations or individuals, must be routed through PACAF AIRPS/DO for review and coordination.....	23
Section W— Postal Offense Reporting.	23
24. Postal offenses shall:.....	23
Attachment 1— GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION	24
Attachment 2— POSTAL EFFECTIVENESS INSPECTION RATING SUMMARY INFORMATION	27
Attachment 3— SUSPICIOUS MAIL PROCEDURES	29
Attachment 4— TELEPHONE BOMB THREAT PROCEDURES	31
Attachment 5— ANTI-ROBBERY PROCEDURES	32

Section A—Background.

1. Overview: PACAF AIRPS/DO is a division of the Pacific Air Forces, Air Postal Squadron (AIRPS), Joint Base Pearl Harbor Hickam, Hawaii and is responsible for providing overall theater postal operations guidance and policy. PACAF AIRPS/DO and TR also have responsibility for ensuring command compliance with required DoD, AF, and United States Postal Service (USPS) directives and regulations. PACAF AIRPS conducts Postal Effectiveness Inspections (PEIs) of all PACAF subordinate postal functions. The PEI evaluates operations and management of all postal functions to determine the unit's ability to accomplish its assigned mission and comply with USPS directives. Inspections are conducted according to the criteria and scope established in DoD Postal Manual 4525.6-M, PACAFMAN 33-301 and the PEI checklist in Management Internal Control Toolset (MICT) on the Air Force Portal. Air Force Post Offices will be rated on its core functional areas (Finance, Operations, Service, and Official Mail) unless a function is not performed. Aerial Mail Terminals (AMT) and Mail Control Activities (MCA) will be rated on its core functional areas (Transportation, Service, and Operations). Each activity will receive one rating encompassing all functions. PACAF AIRPS' Detachment overall rating will derive from ratings assessed to subordinate activities.

2. Responsibilities

2.1. PACAF AIRPS/DO will:

- 2.1.1. Perform annual Postal Effectiveness Inspections (PEI) of activities throughout the PACAF theater to assess compliance with appropriated DoD, AF and USPS guidelines.
- 2.1.2. In/out brief senior management.
- 2.1.3. Ensure timely and accurate validation of PEI reports.

2.1.4. Publish an inspection checklist that covers each functional area.

2.1.5. Approve operational procedural changes and initiate/coordinate policy change which affects PACAF postal operations that are within the scope of the MAJCOM.

2.1.6. Facilitate and coordinate on all Air Staff and MPSA inquiries and “Exceptions to Policy” requests.

2.2. PACAF AIRPS/TR will:

2.2.1. Liaison with MPSA and the Joint Military Postal Activity (JMPA) on mail transportation issues.

2.2.2. Liaison with commercial air carrier representatives on theater mail movement.

2.2.3. Approve mail transportation policy changes affecting movement throughout the Pacific theater.

Section B—General Overview.

3. Each postal activity shall develop functional continuity binder(s). Contents of the binder(s) shall contain information that is unique or has significant impact on the operation to include key points of contact, alternate operation sites in the event the facility becomes inoperative, contingency procedures, local standard operating procedures, etc. Detailed continuity binders are recommended for each key position (e.g., Det Chief, Section Chief, AMT/MCA, Postmaster, Custodian of Postal Effects (COPE), etc.).

3.1. Designation Procedures. Postal clerks and COPEs will be designated by the responsible Commander. Commanders may delegate authority to Detachment Chief, postal officer and postmasters in writing to perform this task for all postal activities.

3.2. Postal clerks that handle mail must be designated using the DD Form 285, *Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly*, DD Form 2257, *Designation/Termination MPC-FPC-COPE-PFO*, and read/sign a Postal Service (PS) Form 8139, *Your Role in Protecting the U.S. Mail*. Documentation must be kept on file for 2 years after termination date.

3.2.1. The responsible issuing authority ensures all information on the DD Form 285 is correct before signing the card. **Note:** Use only last four of SSAN when completing DD Forms 285 (ex. XXX-XX-1234). The appointing official will place an “x” and their initials next to all applicable areas in block 9, All Purpose Date Stamp (APDS) and initial block 10, and sign the lower left hand corner as the Appointing Official. The appointee signs the lower right hand corner as the Appointee.

3.3. Termination Procedures. The responsible Commander, Detachment Chief, postal officer or postmaster signs the termination section of the DD Form 2257 and retains documentation for 2 years. Store active and inactive DD Forms 2257’s separately according to the file plan.

3.3.1. Revoke DD Form 285 and annotate in block 2 the date revoked, draw a red diagonal line across the card with the destruction date and retain for 2 years.

3.4. Normal Air Force Post Office (APO) hours should not exceed 30 minutes before or after normal base duty hours. Saturday service is normally a half day operation. Installation leadership are authorized to allow post office closures for base functions (e.g., wing down days, command family days, etc.) and are encouraged to do so to enhance morale.

3.5. All detachments and/or squadrons should consider providing postal clerks with Basic Allowance for Subsistence. Postal operations are normally 6 – 7 days per week with peak customer service hours during the normal lunch period and after normal duty hours to include extended customer service hours during the 2-month November-December holiday mailing season.

3.6. All activities must submit proposed facility renovation or new construction designs to PACAF AIRPS/DO prior to submission to local or equivalent base Civil Engineer's. The final design plans must also be coordinated with PACAF AIRPS/DO prior to the host base execution of the bidding or actual construction process.

Section C—Base Support Plan and Contingency Operations.

4. Base Support Plan (BSP). Postmasters and/or detachment chiefs will prepare BSP for postal annexes according to AFI 10-404, *Base Support and Expeditionary Site Planning*. PACAF AIRPS, Detachment 1 is responsible for preparing BSPs for postal activities located on Contingency Operating Bases in South Korea. Submit all BSP postal annexes to PACAF AIRPS/XP for review, prior to obtaining local approval. PACAF AIRPS/XP will ensure the BSP content is in line with theater-wide postal support plans.

4.1. Postal activities tasked to maintain a contingency kit (C-Kit), will ensure they are stocked according to requirements listed under UTC 6KDB6 in the Manpower and Equipment Force Packages (MEFPAK) Logistical Detail List.

4.1.1. C-Kits will be inventoried on a semi-annual basis in January and July. All items that are outdated will be updated immediately. Inventories will be documented and kept on hand until the next inventory is conducted. The list of Logistic Details (LOGDET) required items should be kept on hand along with the inventory list until the next semi-annual inspection.

4.2. Postal personnel should be excluded, when possible, from local details, base exercises, and the Resource Augmentation Duty (READY) program to prevent delays in mail delivery and curtailment of other services.

Section D—Quality Control QC and Self-Inspections.

5. Recommend activities conduct frequent QC of all functional areas. Section supervisors should ensure all discrepancies identified are documented, corrected and results kept for future reference.

5.1. Each postal location will conduct a viable self-inspection program and will conduct the inspection as follows:

5.2. All PACAF postal activities, to include wing APOs, will conduct a detailed self-inspection between six – nine months following PACAF AIRPS's annual PEI using the current Postal Effectiveness Inspection Checklist in Management Internal Control Toolset

(MICT) on the Air Force Portal. An observation entry must be created for each checklist item assessed answered “No/Non-Comply” during self-assessment. All identified discrepancies not immediately rectified should be monitored every 30 days until corrected. Document corrective actions planned and taken to correct each discrepancy in the observation entry. Update/edit individual observation entry until discrepancy is closed.

5.3. All postal activities will maintain copies of publications and visual aids according to the current PACAF Postal Publications Listing.

Section E—Registered Mail.

6. During duty hours, the primary registry clerk will: Secure the registered mail section with their personal government issued, General Services Administration (GSA) approved, three-position, dial combination lock.

6.1. The use of a GSA approved, three-position, dial combination lock and intrusion detection system fulfills requirements of DoD 5200.1-R, C6.4.3.2., for the storage of registered mail.

6.1.1. All registry cage GSA lock combinations, to include individual and common knowledge locks, will be changed at least annually, or when the lock is issued to another clerk. The combination will be secured inside a completed PS Form 3977, *Duplicate Key Envelope*.

6.1.2. Combinations secured inside PS Form 3977, will have a copy of PS Form 1096, *Cash Receipt*, attached and reflect who/what combination the PS Form 3977 belongs to; original PS Form 1096 will go to combination owner. PS Forms 3977 will be maintained by the postmaster, COPE, Detachment Chief, or AMT Chief in a locked container or safe.

6.2. Document entry of visitors into the registry cage on PS Form 1625, *Record of Entry into Registry Section*. File all PS Forms 1625 monthly with the last balance sheet of each month.

Section F—Mail Collection and Intra/Inter-Theater Delivery.

7. Mail collection boxes will: Be made available at each location as needed to support the base population. Mail collection boxes will be secured to the ground with all bolts welded and the opening restricted to only accept mail no thicker than 1/4th of an inch.

7.1. To prevent delay, loss, or damage to outgoing mail, personnel should ensure all mail is removed from the drop boxes during collection times, and inspect drop boxes to ensure they are in good working order with no rust, dents, or damage.

7.1.1. Label 55, *Deposit Mail for Collection*, must include the following statement “Mail deposited by (cut-off time) will be dispatched the same day. Mail deposited after cut-off time will be dispatched the following day.”

7.2. Personal effects or items purchased for personal use or as a gift during an authorized user’s TDY may be sent via Intra/Inter-theater Delivery Service (IDS).

7.2.1. Use of IDS for transporting uniforms and personal gear required to perform official duties at next duty station is authorized.

- 7.3. Prepare direct bundles for five or more letters going to the same APO/FPO ZIP code and apply Label 5, *Same 5-Digit ZIP Code*, red pressure sensitive “5” label.
- 7.4. Prepare direct pouch when you have 5 pounds or one-fourth of a large pouch to the same APO/FPO ZIP code.
- 7.5. All outgoing mail must have legible cancellation/postmarks.

Section G—Accountable Mail Claims.

8. Claims may be filed at any post office: However, claims are normally filed at the post office of mailing, or at the post office of intended receipt. Customers who purchased insurance at the time of mailing may file indemnity claims for insured, registered with postal insurance, or Priority Mail Express Military Service (PMEMS). Customers have 3 options to file claims:

- 8.1. Option 1: Online at <https://www.usps.com/ship/file-insurance-claims.htm>
 - 8.1.1. Option 2: At a local post office
 - 8.1.2. Option 3: By mail. Complete PS Form 1000, *Domestic or International Claim*, and mail along with supporting documents to USPS Domestic Claims, PO Box 80143, St Louis, MO 63180-0143
- 8.2. APOs are required to maintain a master log for all accepted claims to ensure they are processed in the most expedient manner. At a minimum, the log should contain the following entry fields: Claim Number, Name of Person Filing Claim, Sender's/Mailer's Name, Date Claim Filed, Type of Claim, Accountable Mail Number, Dollar Amount of Claim, Disposition of Article, adjudication status and remarks.
- 8.3. Payment for Indemnity claims cannot be paid locally. All claims regardless of the dollar amount will be processed either on-line or hard copy through the post office and/or the patron.
- 8.4. PMEMS refunds for postage are completed locally through the postal finance section using PS Form 3533, but are limited to claims of \$500 and below. Claims for more than \$500 must be forwarded to the Claims and Inquiry section in St. Louis.
- 8.5. Articles having salvageable value and receipted for on PS Form 3831, *Receipt for Article(s) Damaged in the Mails*, must be stored in a sealed container or lockable area designated exclusively for claims. Access to the storage area must be limited to the claims clerks, NCOIC of PSC, Assistant Postmaster, and Postmaster.
 - 8.5.1. Articles receipted for on PS Form 3831 must be maintained on hand until claim has been adjudicated by USPS.
- 8.6. For initiating inquiries for international insured, registered, or ordinary mail; customers must call the International Inquiry Center at 800-222-1811 within the time limits listed in International Mail Manual (IMM) Exhibit 921.2 to initiate an inquiry. Responses to inquiries from the International Inquiry Center may take up to 60 days. Customers will be asked to provide information regarding the mailing, including but not limited to the following:
 - 8.6.1. Mailing receipt number or barcode number of the article
 - 8.6.2. Names and addresses of the mailer and addressee

8.6.3. Date of mailing

8.6.4. Description of contents

8.6.5. Claims for international registered or insured mail require customers to call 1-800-222-1811 to get started. Customers will need mailing receipt and will receive a claim and information packet in the mail from USPS once they have coordinated with the foreign postal administration.

8.7. Prior to filing claims for loss, check post office delivery records, including records at the PSC, registry and Official Mail Center (OMC) sections, to ensure items have not been delivered or returned to the sender.

8.8. Claims must be followed up weekly to determine claim status and ensure expedient adjudication by USPS.

Section H—Mail Covers.

9. PACAF A3/6 is the approval authority for mail covers. The PACAF AIRPS/CC is the coordinating authority for mail covers and forwards recommendations to the PACAF A3/6 for final approval.

9.1. Mail covers must be initiated by an appropriate investigative agency for reasons outlined in DoD 4525.6-M, C10.7.8.1.

9.1.1. Forward mail cover requests to PACAF AIRPS/DO via E-mail at pacaf.do@us.af.mil.

9.1.2. Extension requests must be submitted to PACAF AIRPS/DO at least 5 business days prior to expiration date.

Section I—Postal Publicity Program.

10. PACAF postal activities must: Maintain a highly visible publicity program. Information such as type of mail service available, window hours, completing change of address cards upon PCS, and other good mailing practices should be disseminated periodically through various media sources, APO lobby posters, or pamphlets. Examples of publicity campaigns may include but are not limited to: National Stamp Collecting Month, base newcomer orientation and departure briefings, radio and television service, base bulletins and newspapers, unit commander's calls, etc. Additionally, all locations are required to develop and execute a holiday mailing information program, which at a minimum, continually reminds patrons of the Overseas (OS) to Continental United States (CONUS) and CONUS to OS mailing deadlines. Every APO on a main operating base should be listed as a required agency on the installation's in/out-processing checklist. Postmasters should ensure APO representation in the installation "Right Start" program or the installation's equivalent program.

10.1. Ensure USPS consumer service cards are readily available for customers in the APO customer lobby and are addressed to: Postmaster, APO AP 96XXX (your local ZIP). The postmaster is required to provide a response within 30 days of receipt for all complaints.

10.2. To preclude mail backlogs and over burdening the MPS system; flyers, notices, newsletters, etc., that can be distributed or disseminated during commander's calls, meetings,

base paper, daily bulletin, radio and television (TV), E-mail, websites, or posted on bulletin boards cannot be mailed as MPS. Items determined (without opening any correspondence) to be flyers, advertisements, etc., that are undeliverable as addressed, will be disposed of as waste. Postmasters should conduct periodic checks and inform mailers and the local community of this requirement.

Section J—Directory Service.

11. Provide directory service for all balloting materials and dispatch items immediately. Use Military Express Mail Label – 11 DoD when applicable. First-Class and Priority mail must be provided directory service within the first 24 hours of receipt.

11.1. Undeliverable IDS will be sent to the local PACAF IDS Mail Recovery Centers (MRC):

11.1.1. Yokota AMT, APO AP 96328 for the following locations: Yokota APO, Misawa APO, Bangkok APO, Kadena APO/AMT, Australia AMT/APO and Christchurch APO.

11.1.2. Incheon AMT, APO AP 96276 for the following locations: Osan APO, Kunsan APO, Daegu APO, Gimhae APO. Do not send undeliverable IDS to USPS MRC.

11.1.3. IDS MRCs shall open each article to determine an addressee within 48 hours of receipt. If this action fails to reveal an address (either sender or addressee), DO NOT SEND the item to USPS MRC, take one of the following actions:

11.1.4. Items such as correspondence, flyers, notices, and other items with no intrinsic value are disposed of as waste.

11.1.5. Items of value, including cash, shall be retained for 60 days and then turned over to a charitable or welfare organization such as the local Chaplain Fund, Family Support Center, schools, etc. Obtain a receipt from the organization and record information in the MRC log.

11.1.6. The mail recovery center will maintain an MRC log that includes sender's and addressee information, date received, base of origin, contents, clerk and witness, and disposition of article.

11.2. Directory programs must be backed up weekly to avoid losing data in the event of a system crash.

11.3. PS Form 3579, will be completed for the first publication received after personnel PCS and reflected in the directory program

Section K—Transportation.

12. PACAF activities will dispatch military mail via Automated Military Postal System (AMPS).

12.1. All PS Forms 2759 and 2734-B must be processed through AMPS.

12.2. Postal Net Alerts (PNA) will be completed and submitted through AMPS. PNAs will report all matters that affect air, ground, or surface transportation movement and processing of mail; to include natural disasters, evacuations, strikes, airport/runway closures, or any

matter resulting in mail delay or non-receipt. PNAs must contain specific relevant information regarding the occurrence and be submitted as soon as practical after a Force Majeure event effecting mail movement is identified.

12.2.1. Send follow-up PNAs until the situation returns to normal. Follow-up PNAs should be specific, include all pertinent information and be transmitted via E-mail to the adversely affected activities.

12.3. PACAF postal detachments and post offices mail volume information will be accounted for in kilos (kgs). Mail volumes data for PACAF AIRPS detachments and APO's will come from mail received through Air Mobility Command (AMC) surface, AMTs, MCAs and APOs. PACAF AIRPS/TR is the OPR for this activity.

12.4. Irregularities. Irregularities In Makeup And Dispatch Of Mail, are reported on DD Form 2273, which can be found in the "Transportation" Tab of AMPS, and must be completed and submitted from that tab. PACAF AIRPS/TR is responsible for reviewing and "approving" DD Forms 2273 created by AMTs and APOs before JMPA or MPSA can review them in AMPS. Be very specific about the discrepant areas being identified when submitting an irregularity report. Specify the type of equipment the mail arrived in i.e. half tray, long tray, orange nylon pouch/sack, O1VM opaque white sack, an outside piece (OSP) or any other type of equipment. Include a "clear" photo or copy made on your office copy machine of the UPU label 150, EDL (Enhanced Distribution Label), and the address element on the mail. The more details that can be provided, the easier it will be for JMPA to identify and correct the problem. Multiple "same" irregularities shall all be placed on the same DD Form 2273 in an effort to reduce the number of forms submitted for the same irregularity identified on the same day. Attachments can be uploaded from the DD Form 2273 into AMPS, provided the size of the attachment is not greater than 1 MB. The system may not allow you to upload attachments larger than 1 MB. In that case, email the attachments(s) for irregularities to PACAF AIRPS/TR at E-mail pacaf.tr@us.af.mil for distribution to appropriate JMPA manager where the discrepancy originated.

12.4.1. For Intra-theater (PACAF generated) and inter-theater irregularities; directly address the offending activity in Block 2 and 4 of DD Form 2273. Attachments larger than 1 MB must be e-mailed to the activity where the irregularity originated. Courtesy copy (Cc) PACAF AIRPS/TR at E-mail: pacaf.tr@us.af.mil.

12.4.2. PACAF AIRPS/TR will review all discrepancies and determine if elevation of corrective action to the appropriate agency or activity is necessary.

12.5. All intra and inter-theater mail will be transported via Space Available Mail (SAM) and billed on the AV-7 as deferred mail.

12.6. All DD Forms 1372 require the signature of driver or mail guard upon dispatch. The dispatching activity will keep copy 2 of DD Form 1372, which will be filed as the record copy. The driver or mail guard will have copies 1 and 3. The receiving activity will sign these copies and will file copy 1 as the record copy. If an additional copy is needed, copy 3 may be used.

12.6.1. When dispatching mail from one activity to another within a military installation, vehicles must be secured with numbered seals. When dispatching mail to locations off a military installation, vehicles must be secured with numbered seals and a padlock to

secure the vehicle and detect any evidence of tampering. Seal number must be annotated on DD Form 1372.

12.7. APOs or AMTs who dispatch/receive mail through AMC must check facilities regularly to ensure no mail is on hand or frustrated.

12.7.1. Mail dispatched through AMC must be manifested on DD Form 1384, *Transportation Control and Movement Document (TCMD)*. Separate TCMDs must be accomplished for APO and FPO mail using separate Transportation Accounting Codes (TAC). TAC 0001 for APO mail and TAC 0002 for FPO mail.

12.8. Detachment/operating location leadership or postmasters with MCA responsibilities (direct dispatch/receipt to/from commercial air carriers) shall meet at least quarterly with air carrier representatives (AMC and commercial) to discuss and resolve problems of mutual concern, airline schedule and airframe changes, and impending volume changes. Meetings should be documented, signed, kept on file for a year.

12.9. Postmasters will coordinate new addresses and mail routing instructions for all relocating units. Postmasters must coordinate and publicize closure of the APO and Postal Service Center (PSC) to coincide with the drawdown of base personnel. Terminate all services 30 days prior to the base closure date, except for the processing of incoming mail by general delivery service. Any new or deleted unit numbers must be coordinated and reported through PACAF AIRPS/DO.

12.9.1. Postmasters will submit requests to PACAF AIRPS/TR to shortstop or redirect surface mail at JMPA-SFO, 90 days prior to base closure. Requests for all other mail should be made 60 days prior to closure.

Section L—Postal Service Center.

13. Receptacles are only issued to sponsors. Do not issue receptacles to dependents, non-appropriated fund (NAF) activities, or private organization activities, etc. NAF and private organization mail should be addressed as official mail through the sponsoring organization (See [Figure 1](#)).

Figure 1. NAF/Private Organization Mail Example.

374 FSS/SVPO Officers Spouse Club APO AP 96328-1234

13.1. When using an electronic product in lieu of DD Form 2262, *Receptacle Record*, the product must provide the same information as the DD Form 2262, and follow same disposition instructions.

13.2. When processing an advance receptacle assignment request, postal personnel will prepare DD Form 2262, DD Form 2258, *Temporary Mail Disposition Instructions*, and DD Form 2263, *Mailing Address/Combination Notice*. DD Form 2258 will be cut on the fold lines at the top and bottom of the form. This action allows the card to be taped to the box and mail placed in the receptacle. Color-code the card and arrival date in red to highlight DD Form 2258 as an advanced assignment. Annotate DD Form 2262 with required information.

Complete only the address portion of DD Form 2263 and provide to the sponsor. Do not assign receptacles earlier than 90 days prior to arrival of sponsor. DoD 4525.6.M, C3.3.3.3.

13.2.1. Update directory program for newly issued receptacles.

13.2.2. Upon in-processing newly arrived sponsors, clerks must ensure directory program is updated to reflect the sponsor's dependents (listed on orders). NOTE: Non-command sponsored dependents are not authorized APO privileges.

13.2.3. Command sponsored family members who have a different last name from the sponsor will have both the sponsor's and family member's names indicated on the box (such as, Box 65 SMITH J./JONES V.) and cross referenced in the directory program.

13.3. Provide priority processing and delivery for balloting material. Mail should be processed daily in the following order: Balloting material, PMEMS, Letters or First Class, Priority, SAM, and then surface (bulk) mail.

13.4. All barcoded mail as well as customs forms will be scanned using the Product Tracking System (PTS) and uploaded into Automated Military Postal System (AMPS) for receipt and delivery purposes. This process is required upon receipt of the item and again at the time of delivery.

13.5. If a parcel has not been claimed within **5 days of initial notice**, prepare another PS Form 3849 or PS Form 3907, as applicable indicating it is the **Final Notice (F/N)**. Endorse the parcel in red marker with F/N and date the Final Notice was accomplished. If the article has not been collected by the **15th day from initial notification**, verify the addressee's status with their unit or make every attempt to determine their status before returning the parcel. Document the disposition on a spreadsheet indicating measures taken (*process takes 15 total calendar days*).

13.5.1. Unclaimed PMEMS article final notices are prepared at 3 days, and returned by the 8th day from the initial notice (*PMEMS mail process takes 8 total calendar days*).

13.5.2. If mail is not collected, but the addressee's status is able to be determined (leave, TDY, etc.), annotate the information on the PS Form 3849/3907, place the "hold date" on parcel, and complete a DD Form 2258 indicating receptacle owner's status. Do not hold mail longer than 15 days from the time it entered the facility unless there is a DD Form 2258 directing otherwise.

13.6. Postal clerks will prepare PS Form 3849, *Delivery Notice/Reminder/Receipt*, for incoming express, registered, insured, and certified mail and will place the form in the patron's box.

13.6.1. PS Form 3849 will indicate the sender's "Last Name" or "Company" in the upper right hand corner, article location, date, place an "X" indicating the type of parcel, place another "X" indicating the accountable service, write the "Article Number," patron's full name and address, and stamp with the APDS to show date prepared. **Note:** if the article is returned, annotate disposition instructions on the back of PS Form 3849 before returning the article.

13.7. PS Form 3801, *Standing Delivery Order*, must not be used for convenience purposes and must have an effective date and expiration date. PS Form 3801 will not be used beyond 30 days unless member will be gone for an extended period due to leave, TDY, deployment,

etc. Attach a copy of orders or memorandum stating reason for extended use to the PS Form 3801.

Section M—Official Mail Center.

14. The Official Mail Manager (OMM) will: Submit semi-annual AF Official Mail Expenditure reports in April and October to PACAF AIRPS/DO at pacaf.do@us.af.mil. PACAF AIRPS/DO will validate expenditures and submit to SAF/A6O.

14.1. The Official Mail Center (OMC) is the acceptance and delivery point for all installation official mail. All items will be processed through the OMC.

14.1.1. All items accepted from wing ADOs must meet required minimum standards for parcel make-up and dispatch of official mail. For consolidated mailings from a UMR, parcels or envelopes must be used with proper endorsements.

14.2. Unit mail clerks handling official mail are designated on AF Form 4332, *Accountable Communication Receipt Authorization* by their respective commander or designated representative. Designees should be limited to one primary and no more than three alternates.

14.2.1. Validate AF Form 4332s quarterly, Jan/Apr/Jul/Oct. If there are no changes document the validation on the reverse side. AF Form 4332 has no expiration date, as long as the information remains valid. **Note:** No pen and ink changes are authorized to add individuals to the form; forms must be re-accomplished with commander's signature for all newly appointed unit mail clerks/ADOs. Inactive PS Form 4332's must be maintained for 2 years.

14.2.2. UMC/ADOs will receive training within the first 30 days of initial appointment and on an annual basis thereafter. The training must be documented and at minimum will consist of mail safeguarding procedures, identifying suspicious packages and actions to take, handling of accountable mail, timely delivery, and the consequences of UMC duty negligence.

14.3. Designated local nationals employed by AAFES and base banking facilities are authorized to handle registered mail generated by or addressed to their organizations.

Section N—Security Measures.

15. Customers in uniform do not need to show their ID cards to purchase stamps or money orders with cash.

15.1. Customers, including those in uniform, who want to mail a package over 16 ounces or pay by personal check, credit card, or debit card must present a valid military or Government ID card to obtain service. A U.S. Passport may be used by non-DoD personnel who are authorized to use the MPS, but who do not have a DoD ID card.

15.2. Postal personnel will follow locally generated wing/base instructions during heightened Force Protection Conditions (FPCONS).

15.3. Postal supervisors should coordinate with security forces, installation security manager, and base civil engineering when requesting approved alarm systems.

15.4. All keys allowing access to the postal facility will be issued on a PS Form 1628, *Individual Key Record*, and be accounted for on a key control log. Detachment Chiefs, postmasters or Superintendents will maintain physical control of excess keys in a locked or secured container.

15.4.1. Key control log will reflect total number of keys, keys issued, whom issued to, and keys remaining on hand.

15.4.2. All issued keys must be collected from personnel prior to deployment, PCS, termination, etc.

15.5. Changing combinations:

15.5.1. Common knowledge combinations (registry, cipher, etc.) must be changed annually and upon PCS, comprised or termination of personnel with knowledge of the combination.

15.5.2. When cipher locks are installed, they are considered a common lock and must have the combinations changed at least annually or when personnel who possess knowledge of the combination PCS, or no longer require access to perform official duties.

15.5.3. Combinations should be secured inside a PS Form 3977 with an attached PS Form 1096 reflecting who/what combination belongs to, and stored in a safe or locked container by the Detachment Chief, postmaster, or Postal Officer within the organization.

15.5.4. All safe combinations must be changed annually and documented on AFTO Form 36, Maintenance Record for Security Type Equipment and SF Form 700, Security Container Information. Upon completion forms should be affixed to inside of safe.

15.6. Postal activities must maintain a current resource protection program consisting of the following: Emergency destruction procedures, anti-robbery, bomb threat, suspicious mail handling, authorized access memo, high value shipment procedures, local physical security and annual resource protection assessments. Commanders should consider procuring surveillance equipment for added security.

15.6.1. Procedures for anti-robbery, bomb threat, and suspicious mail handling can be found in attachments 3-5.

15.7. The postal facility supervisor must request in writing via memorandum or e-mail, anti-robbery and bomb threat exercise/training from installation security forces at least annually. Request must be kept on file until exercise/training is completed. Training must be documented to include specifics of the training, and names of attendees. Results from inspections and exercises must be maintained in the resource protection binder.

15.8. A list of names and contact information must be posted on the interior side of each exterior door for the facility. The list provides contacts to be used by security forces if the facility is left unsecure for any reason during non-duty hours.

15.9. Label 33, *Report Mail Theft, Tampering, or Vandalism of this Mailbox*, must be displayed throughout the PSC lobby and modified to reflect local postmaster's contact information.

Section O—Postal Volunteer Program.

16. The APO supervisor will: Coordinate the number, hours, and duties of prospective volunteers. Issues concerning personal injury and civil liability require that volunteers are obtained through officially sanctioned volunteer organizations.

16.1. The APO supervisor will group volunteers together for their initial orientation at a time when the supervisor will not be interrupted. The initial briefing will cover safety, mail security and protection of mail and postal effects.

16.1.1. Volunteers must review and sign PS Form 8139 which must be kept on file for 2 years.

Section P—

17. All postal activities must: Have a structured, documented, and viable training program. Postal supervisors will conduct formal postal training for military and civilian postal clerks. Within 15 days of assignment, personnel will be entered into Training Business Area (TBA). Supervisors must conduct and document initial evaluations within 60 days of assignment, to also include PCA and duty position change if necessary.

17.1. A Master Training Plan will be developed and used for assigned military and civilian personnel. Work center duties and responsibilities will be identified in the 3A1X1 CFETP and Postal AFJQS to outline a Master Task List (MTL). The Work Center Supervisor is responsible for identifying in the MTL all day-to-day mission (duty position) requirements, core tasks, and additional duties performed by work center personnel.

17.1.1. The Detachment Chief/Superintendent or postmaster will initiate a program to train military and civilian personnel. Training will be conducted in accordance with AFI 36-2201, *Air Force Training Plan*, and the applicable 3A1X1 CFETP and Postal Air Force Job Qualification Standard (AFJQS).

17.1.2. Award of Postal Special Experience Identifier (SEI) 984. Requirement is either Postal School Training or 6 months experience. The SEI requirement is kept in the Air Force Enlisted Classification Directory. An AF Form 2096 must be submitted to the Unit Commander for signature and processed through MPF.

17.1.3. All CFETP task training requirements will be documented in TBA by the responsible supervisor, trainer, or unit training manager. Supervisor and trainers should make every effort to document a Journal Entry in TBA. For example: slow progression, long periods of suspended training, change in supervisor, or scheduling conflicts with other agencies. Multiple tasks may be listed in a journal entry.

Section Q—Supplies and Equipment.

18. USPS equipment designated for the C-kits will: Be operations tested semi-annually to ensure it is functioning properly. If deployed, the equipment must be transferred on a PS Form 1590 and updated in AMPS.

18.1. Sensitive equipment such as scales, JMPA-WEST issued Pitney Bowes Postage Meter and Scale, Point of Sale (POS) equipment, Toshiba postage label printers etc., will be treated

as Capital Equipment and accounted for on PS Form 1590, *Supplies and Equipment Receipt* and updated in AMPS.

18.1.1. COPEs will receipt for capital and sensitive equipment on PS Form 1590. Update unit PS Form 1590 in AMPS each time equipment is received, transferred, or returned. When there is a change of the COPE, an inventory must be jointly conducted by the outgoing and incoming COPE; this includes temporary transfer of COPE account. In addition, a request to update both the COPE and supply equipment tab in AMPS for the new COPE must be sent to PACAF AIRPS/DO via E-mail.

18.1.2. The COPE must review and update PS Form 1590 information at least annually. This is accomplished by completing annual review in AMPS from the Operations tab, and selecting the following links Equip/Supplies – Equipment Management.

18.2. Primary and alternate postal supply clerks must be designated in writing.

18.2.1. Supply clerks control supplies using PS Form 1586, *Supply Record*, or an equivalent computer automated program. If used, the computer program must include the same information as the PS Form 1586. A separate PS Form 1586 or computer record must be maintained for each USPS supply item. PS Form 1586 must reflect the PS item (form number), national stock number, item description, unit of issue, source of supply, min/max levels, balance on hand, quantity issued, received, ordered, and inventory date.

18.2.2. An inventory of postal supplies is required semi-annually during the months of January and July. Postal activities should not maintain more than a 3 to 5 month stock level of supplies.

18.2.3. Supplies shall be maintained in a secure area. A location numbering system or identification system shall be established to aid in locating each item. The location shall be posted on the PS Form 1586 or automated program.

18.3. Requisitions for equipment, publications, and forms or other supplies will be submitted via AMPS or through the use of a PS Form 7380, *MDC Supply Requisition* (MDC Items) or PS Form 7381, *Requisition for Supplies, Services, or Equipment* (Equipment Items).

18.3.1. All GSA items, EDLs, and flight tags will be ordered through AMPS.

18.3.2. MDC items should be ordered through Touch Tone Order Entry (TTOE) telephone ordering system 1-800-273-1509 plus the APO 10 digit access code and FEDSTRIP number. For customer service help desk call 1-800-332-0317, and choose option 2.

18.3.3. Self-inking APDS, Directory Service, Registry, Missent to 96XXX, and cancelation stamps must be filled out on PS 7380 along with the PS 1567 and emailed to PACAF AIRPS/DO org box for processing.

18.3.4. Deposit slips will be ordered by sending a completed copy of PS Form 7381 by E-mail to PACAF AIRPS/DO requesting the number of deposit slips needed, and a scanned copy of your deposit slip. The E-mail must also include the bank name, account number, bank routing number, and the location address. Note: Deposit slips are not interchangeable with other APOs.

18.3.5. To request assistance for a malfunctioning Toshiba postage label printer NSN C0E8-77-030-3003, call the Point of Sales (POS) Help Desk at 1-877-544-2808 to try to trouble shoot the printer. If equipment problem cannot be resolved by the Help Desk, send via email a completed PS Form 7381 to pacaf.do@us.af.mil to request for a replacement TOSHIBA postage label printer.

18.3.6. To obtain replacement POS equipment, call the NCR help desk at 1-877-544-2808. Once replacement is received; use the return label provided to return the unserviceable POS equipment. Update your PS Form 1590 accordingly. Send unserviceable POS Equipment to: NCR Corporation – DCA – Dock Door 8, 100 POS Return Way, Peach Tree, GA 31169-9990.

18.3.7. To order POS supplies, send a completed PS Form 7380 to PACAF AIRPS/DO. A list of POS consumables is located on AMPS under the Knowledge Mgmt tab and Supply Documents link.

18.3.8. Toshiba printer labels can be ordered through MDC Touch Tone Order Entry. The NSN for the Toshiba printer labels is 7690-17-000-1541, and are issued by case (10 rolls).

18.4. Contact NCR Technical Support at 1-877-544-2808 to return POS equipment and Toshiba postage label printer. Update the PS Form 1590 in AMPS as necessary when returning accountable equipment.

18.5. Before disposing of unserviceable equipment listed on the Master PS Form 1590, ensure approval has been obtained from PACAF AIRPS/DO.

18.5.1. After approval from PACAF AIRPS/DO, complete PS Form 969, *Disposal of Postal Material*, in AMPS. Do not dispose of unserviceable capital equipment until after approval from JMPA-WEST is received.

18.6. Calibration of all scales must be performed and documented annually by PMEL or contracted activity.

18.7. All Air Force equipment valued in excess of \$2,500 must be added to the unit's Custodian Authorization and Custody Receipt Listing (CA/CRL) within 30 days of receipt.

Section R—COPE Responsibilities and Finance Operations.

19. Local variations are authorized, but exception to: Policy memorandums must be submitted to PACAF AIRPS/DO for approval and kept on file for audit and inspection purposes.

19.1. Post offices located on MOBs are required to consolidate their Unit 1412 data and make bank deposits daily. In all cases, Unit 1412 documentation is no longer mailed to Shared Services and should be maintained with the APO files.

19.2. COPEs are required to set up an account folder for themselves and each assigned clerk. COPEs will attach a label with the clerk's name and clerk number on the upper left hand tab of the folder. The name should be visible without having to open the folder. COPEs are required to maintain all of the following account documentation in the account folders:

19.2.1. Original PS Form 17, *Stamp Requisition*, issuing the account. This original requisition is maintained for the life of the account.

19.2.2. PS Form 3368, *Stamp Credit Examination Record*. Annotate audit results on this document.

19.2.3. PS Form 3369, *Consigned Credit Receipt*.

19.2.4. PS Form 1096, as a receipt for POS accounts passwords and safe combinations. PS Form 3977 or SF 700, *Security Container Information*, can be used for securing clerk passwords and safe combinations. Document examination of PS Form 3977 and/or SF 700 in POS.

19.2.5. PS Form 3294, *Cash and Stock Count and Summary*, with PS Form 1412 attached. The clerk accounts must contain only the most recent audit. Destroy all others as they become obsolete. COPEs must maintain 6 months of audits.

19.3. If account is permanently transferred to another clerk/COPE a new folder and documentation must be created for the new clerk/COPE. Previous finance clerk's folder and documentation will be maintained in an inactive file for 2 years; 4 years for COPEs.

19.4. COPEs should closely monitor PS Forms 3533, *Application and Voucher for Refund of Postage and Fees*, for damaged printed postage labels due to label imprinter malfunction. When a label printer is identified as problematic, call the USPS Help Desk at 1-800-USPS-HELP to trouble shoot the printer. All unused/damaged printed postage labels should be accounted for under Accounting Information Code (AIC) 509.

19.5. Immediately contact the Stamp Fulfillment Services (SFS) via E-mail or phone if a stamp stock shortage or overage is identified upon receipt of requisition. For shortages enter the actual amount of stock received into the main stamp stock inventory. For overages, coordinate with SFS whether or not to absorb an overage into the main stamp stock or return.

19.6. Saleable stamp stock may be returned to the SFS at any time throughout the year when the COPE determines a need to reduce the level of the main stamp stock account. The COPE must obtain prior approval via email from the SFS at: stampproduction.sfs@usps.gov before returning saleable stock. Optimally, return stock should be in sealed pads, coils, and booklets.

19.6.1. Return Stock must be sent to the Stamp Fulfillment Services, Finance # 282473-0000 via registered mail. **ADDRESS:** STAMP FULFILLMENT SERVICES, Destruction Vault, 8300 NE UNDERGROUND DR. PILLAR 225, KANSAS CITY MO 64162-9998. Prepare PS Form 17 in triplicate to return saleable stamp stock. Place the original PS Form 17 and one copy in an envelope affixed to the outside of the registered box or envelope and retain an office copy in COPE folder. The COPE must reduce stamp stock account under AIC 848, *Stock Returned*.

19.7. Return of Redeemed Stock (non-saleable) is limited to once per quarter; first two weeks of February, May, August and November. Redeemed stock is defined as:

19.7.1. Damaged, defective, and unserviceable stamps, postal cards, or envelopes

19.7.2. Discontinued/obsolete stamps as announced in the Postal Bulletins.

19.7.3. Prepare four copies of PS Form 17 when returning redeemed, damaged, or obsolete stock. All copies must have original signatures and APDS. Place the original PS Form 17 in the plastic customs sleeve affixed to the outside of the box, and two copies

inside the box. Retain an office copy for filing. The COPE must reduce accountability under AIC 848. Send via registered mail to the Destruction Vault, SFS. **ADDRESS:** STAMP FULFILLMENT SERVICES, Destruction Vault, 8300 NE UNDERGROUND PILLAR 225, KANSAS CITY MO 64162-9998.

19.8. Postmasters and/or Det Chiefs are responsible for completion of PS Form 3369, *Consigned Credit Receipt*, for COPE accounts. Forms will be completed in duplicate. The COPE will complete PS Form 3369 for issuance of clerk accounts, retain the original in the clerk's account folder, and provide the clerk with the duplicate copy.

19.9. Newly appointed COPEs and finance clerks must complete Retail Systems Software (RSS) training via AMPS before an account is issued. Training is located on AMPS > Knowledge Mgmt > Training > RSS Training

19.9.1. Finance clerks without prior postal finance experience must be audited weekly for the first 30 days from the date the account was issued.

19.9.2. Users with Supervisor role can initiate an audit. Ensure there are no pending stock transfers for the clerk (s) to be audited. To conduct the audit use the clerk's AIC 853 from the last business day's Unit 1412. Ensure the clerk's balances report showing AIC 753 for the clerk segment is most current and was printed after the previous Unit Close, not during the day. Verify closing balances from clerk's final 1412 against the report.

19.9.3. In addition to the POS system generated Cash/Stamp Credit Count Report and Count Sheets, use PS Form 3294 to record Clerk and COPE account audits. Document audit results on PS Form 3368. Follow account audit procedures outlined in the POS User's Manual.

19.9.4. Complete lock, key and PS Form 3977 examination every time audit is conducted. Record date examination is completed in POS.

19.10. Tolerance limit for flexible credit accounts is one (1) percent of the account closing balance (for a \$500 account, the tolerance is \$5). Accounts within tolerance limits carry the overage or shortage amount forward without action.

19.11. COPEs must ensure all postage label printer transactions are recorded under AIC 109, on the clerk or Unit 1412.

19.12. Clerks must affix the printed label/postage in upper right hand corner of the parcel or letter, or over the upper right hand corner of an address label if used. Printed postage labels must be affixed while the transaction is in progress and the customer is present.

19.12.1. Used printed postage labels are not transferable to other packages. If a printed postage label cannot be used for any reason, the clerk shall immediately complete PS Form 3533, *Application and Voucher for Refund of Postage and Fees*, and attach the unused label to the form. Clerks will enter totals for unused/damaged printed postage labels into AIC 509 on the POS. The PS Form(s) 3533 will be turned in with the clerk's end of day's business 1412.

19.13. To order Money Orders (MO); PACAF postal activities must submit a completed PS Form 7381 to PACAF AIRPS/DO for review and coordination with JMPA WEST logistics.

19.13.1. Complete PS Form 8105-A, *Funds Transaction Report*, for customer transactions of \$3,000 or more. Complete form in two copies, give copy 1 to COPE to send to MO division, and retain copy 2 for your APO files. Complete PS Form 8105-B, *Suspicious Transaction Report*, for all suspicious transactions.

19.13.1.1. All postal employees who sell or manage MOs are required to complete the Bank Secrecy Act (BSA) training. Training is located on AMPS > Knowledge Mgmt > Training > Bank Secrecy Act.

19.13.2. Personal checks and credit cards are NOT accepted for MO sales. Cash and debit card transactions are authorized for the purchase of MOs. Ref. USPS Sign 145.

19.13.3. When a clerk inadvertently sells MOs out of sequence, do not recall them. The issuing clerk will immediately report the incident to COPE as soon as the error is noticed and return to correct sequence. COPE will document the error in the clerks account folder.

19.13.4. Prior to cashing any MOs, clerks must check MO against the US Missing Money Order Listing on the POS or located in the USPS Postal Bulletin .

19.13.5. To preclude money order scams, returned money orders will no longer be voided. Finance clerks can only void money orders at the time of the transaction, and only if the error was made by the clerk. In all other cases when a money order is returned by the customer, the money order must be cashed and the customer must present a valid photo ID.

19.13.6. No-fee money orders will be used for payment of the POS commercial and AMPS nesting/barcoding internet service. Internet fee will be entered into AIC 617 along with the clerk's Employee ID Number to complete the transaction.

19.14. APOs are authorized to accept personal checks for the exact amount of postage. The minimum amount of a check must equal the lowest denomination of stamp books available for purchase. Personal checks cannot be accepted for money orders.

19.15. At no time will COPE or clerk leave their accounts unsecured/unattended.

19.16. Clerks must ensure customs forms are properly completed with detailed and legible listing of contents and signed by the customer. Additionally, clerks must ensure contents listed on the customs forms are authorized to be mailed.

19.16.1. Post office copies of customs forms must be kept on file for 30 days.

19.16.2. Prior to accepting parcels for mailing, clerks must ask all customers if contents include lithium batteries or dangerous goods, and the customer must read the hazardous contents disclaimer from the POS screen.

19.17. APDS and postage cancellation devices must be secured when not in use to preclude theft or misuse.

19.18. Postal activities who utilize Pitney Bowes DM 125 Meter and MP 49 Scale to provide postal finance service in addition to POS system will maintain meter and scale accounts separately from the POS accounts.

19.18.1. To load funds, initialize, set-up or update PB Meter; connect meter to an analog phone line and follow instructions found in the manual. You can also download Pitney Bowes software called PC Meter Connect in your computer; connect your PB Meter to the computer to initialize, set-up and load postage funds. If you need assistance, call PB Support at 888-598-9551.

19.18.2. To preclude unauthorized use, secure the postage meter inside a safe when not utilized. Set/establish a Lock Code/Password to power up the machine and/or awake the machine while in sleep mode.

19.18.2.1. Secure a copy of the lock code inside PS Form 3977. Provide sealed PS Form 3977 to the COPE for safekeeping. Document transfer of PS Form 3977 with PS Form 1096. Clerk keeps the original while the COPE or designated individual keeps the duplicate copy.

19.18.3. Use PS 3602-PO to record descending and ascending postage meter numbers when opening and closing for business. At the close of business, the clerk will submit a copy with the day's final 1412 to the COPE, keep one copy for their record and a copy will be maintained in the PS 3602-PO booklet kept with the meter.

19.18.4. Window clerks must manually track postage meter, stamps, and money order sales (if applicable) throughout the day and record data on manual 1412. Use Account Identifier Codes (AIC) 110 for Postage Meter Sales, 007 for Forever Stamps, and 090 for Postage Stock Sales. On the close of business; enter data in online 1412 on AMPS and transmit postal financial transaction report.

Section S—AMPS.

20. Postal activities must maintain current and updated profiles in AMPS.

20.1. Key postal personnel (Postmasters, Det Chiefs, COPEs, OMMs, supervisors, etc.) are required to have an active AMPS account.

20.2. Postal offense reports must be initiated thru AMPS with courtesy E-mail notification to PACAF AIRPS/DO within 72 hours. Report incident to local military investigators and check if a case number will be assigned.

20.3. Postmasters are required to update scheduled closures for down days, PACAF Family Days and federal holidays in their respective AMPS profiles.

Section T—AMT and MCA.

21. The following AMTs are designated as Mail Transportation Equipment depositories for APOs in their respective geographic areas:

21.1. Det 1, PACAF AIRPS/AMT – Korea

21.2. Det 2, PACAF AIRPS/AMT – Japan/Thailand

21.3. Det 3, PACAF AIRPS/AMT – Japan (Okinawa)

21.4. Det 4, PACAF AIRPS/AMT – Australia/New Zealand

Section U—Voting Process.

22. Balloting material must: Be placed in the front of the letter tray and banded for separate processing in the US. PACAF AIRPS/DO will provide specific processing instructions during elections.

22.1. Balloting material must be delivered and provided directory service (if applicable) before any other class of mail. Give special attention before returning an absentee ballot; ensure every effort is made to locate the addressee. When dispatching, absentee ballots must be legibly postmarked, properly endorsed, and processed in a timely manner.

Section V—Limiting Postal Privileges.

23. All actions regarding the intent to limit, suspend, or revoke MPS privileges of organizations or individuals, must be routed through PACAF AIRPS/DO for review and coordination. PACAF AIRPS/DO will forward to Air Staff and/or MPSA for final disposition.

23.1. Postmasters should maintain records of abuse or suspected abuse cases. The first case of suspected abuse warrants notification to the suspected abuser via memorandum from the postmaster to the authorized sponsor/receptacle holder. A second incident of suspected abuse should be addressed with a memorandum warning of potential postal privileges revocation from the Communications Squadron Commander or Detachment Chief. Upon a third suspected abuse, the Communications Squadron Commander or Detachment Chief shall notify the patron by letter of their intent to withdraw or limit authorized mail service, provide three days for rebuttal of alleged MPS abuse, and decide whether to withdraw or limit authorized mail service.

23.1.1. If the Communications Squadron Commander or Detachment Chief intends to withdraw or limit a patron's postal privileges, he or she must coordinate with PACAF AIRPS/DO prior to taking any limitation or revocation action to ensure full compliance with DoD 4525.6-M, AP1.2.

Section W—Postal Offense Reporting.

24. Postal offenses shall: Be reported in AMPS under the "Operations" Tab; Operations>postal offenses>new postal offense. PACAF AIRPS/DO is responsible for "reviewing", "denying", and "approving" theater postal offense reports submitted by APOs, AMTs and MCAs before it can be reviewed by MPSA and U.S. Postal Inspection Service. Be very specific about the circumstances surrounding the alleged offense and as descriptive as possible. Include "clear" photo(s) of articles, custom declaration, UPU label 150, EDL if available, and upload into report.

DIRK D. SMITH, Brigadier General, USAF
Director of Air and Cyberspace Operations

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

DoD 4525.6-C, *DoD Postal Supply Catalog*, current edition
DoDI 4525.8, *DoD Official Mail Management*, 11 August 2006
DODM 4525.8_AFMAN 33-306, *DoD Official Mail Manual* (Incorporating Air Force Supplement and Interim Change 1), 12 October 2006 (Certified Current 16 May 2012)
AFPD33-3, *Information Management*, 8 September 2011
AFMAN 33-363, *Management of Records*, 1 March 2008
AFI 23-101, *Air Force Materiel Management*, 29 January 2016
AFI 90-201, *The Air Force Inspection System*, 21 April 2015
USPS, *Domestic Mail Manual*, 17 January 2016
USPS, *International Mail Manual*, 17 January 2016
USPS, *Postal Operations Manual*, 1 July 2002
USPS, *Administrative Support Manual, Exhibit 892, 1 July 1999*
AFI 10-404, *Base Support and Expeditionary Site Planning*, 27 August 2015

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*
AF Form 4332, *Accountable Communication Receipt Authorization*
AFTO Form 36, *Maintenance Record for Security Type Equipment*
DD Form 285, *Appointment of Military Postal Clerk*
DD Form 1372, *Mail Manifest*
DD Form 1384, *Transportation Control and Movement Document*
DD Form 2257, *Designation/Termination MPC-FPC-COPE-PFO*
DD Form 2258, *Temporary Mail Disposition Instructions*
DD Form 2262, *Receptacle Record*
DD Form 2263, *Mailing Address/Combination Notice*
DD Form 2273, *Irregularities in Makeup and Dispatch of Mail*
PS Form 969, *Disposal of Postal Material*
PS Form 1000, *Domestic or International Claim*
PS Form 1096, *Cash Receipt*
PS Form 1625, *Record of Entry into Registry Section*

PS Form 1628, *Individual Key Record*

PS Form 17, *Stamp Requisition*

PS Form 1590, *Supplies and Equipment Receipt*

PS Form 3294, *Cash and Stock Count and Summary*

PS Form 3368, *Stamp Credit Examination Record*

PS Form 3369, *Consigned Credit Receipt*

PS Forms 3533, *Application and Voucher for Refund of Postage and Fees*

PS Form 3801, *Standing Delivery Order*

PS Form 3831, *Receipt for Article(s)*

PS Form 3849, *Delivery Notice/Reminder/Receipt*

PS Form 3907, *Post Office Box Mail Pickup Notice*

PS Form 3977, *Duplicate Key Inventory*

PS Form 7380, *MDC Supply Requisition*

PS Form 8105-A, *Funds Transaction Report*

PS Form 8105-B, *Suspicious Transaction Report*

PS Form 8139, *Your Role in Protecting the Security of the United States Mail*

SF Form 700, *Security Container Information*

Abbreviations and Acronyms

ADO — Activity Distribution Office

AF — Air Force

AMPS — Automated Military Postal System

AMT — Aerial Mail Terminal

APO — Air Force Post Office

BSP — Base Support Plan

COPE — Custodian of Postal Effects

DDS — Daily Dispatch Schedule

DMM — Domestic Mail Manual

DOD — Department of Defense

GSA — General Services Administration

IDS — Intra-Theater Delivery Service

IG — Inspector General

IMM — International Mail Manual

MCA — Mail Control Activity

MPS — Military Postal Service

OL — Operating Location

OMM — Official Mail Manager

PACAF — Pacific Air Forces

PCS — Permanent Change of Station

POM — Postal Operations Manual

PNA — Postal Net Alert

POS — Point of Sales

PSC — Postal Service Center

QC - Quality Control

RSS — Retail Systems Software

SEI - Special Experience Identifier

TDY- Temporary Duty

UMR — Unit Mail Room

USPS — United States Postal Service

Attachment 2

POSTAL EFFECTIVENESS INSPECTION RATING SUMMARY INFORMATION

Figure A2.1. Postal Effectiveness Inspection Rating Summary Information.

PACAF AIRPS/DO inspection team will evaluate all functional/major areas and sub areas with the primary focus being on security, accountability, and service throughout all inspected areas. Ratings are determined based on degree of accuracy and efficiency of mission performance and compliance with DoD, Air Force, MAJCOM, and U.S. Postal Service directives, and public law. Overall ratings are a culmination of the activities' individually rated areas, i.e., Operations, Services, Finance, Official Mail, and Programs. Rated areas are graded based on operational efficiencies, deficiencies, best practices; area(s) of improvement is/are a weighted factor(s) that will influence inspection ratings. Any rated area with one or more FINDING(S) shall be rated no higher than "Effective." Inspected activities will be assessed a rating from the five rating tier structure outlined in AFI 90-201, The Air Force Inspection system; and items identified as area for improvement and best practice:

OUTSTANDING - exceeds criteria for HIGHLY EFFECTIVE rating. Mission activities and processes are executed in an increasingly cost-effective manner. Results of long-term commitment to continuous process improvement are evident. High proficiency, unit pride and cohesion are evident. Programs are nearly deficiency-free, and benchmark efforts are ready to be shared with other activities.

HIGHLY EFFECTIVE - exceeds criteria for an EFFECTIVE rating. Mission activities and processes are executed in a highly effective efficient manner and personnel demonstrate high proficiency. Continuous process improvement efforts enhanced efficiency. Most programs are measured, repeatable, and produce reliable results. Programs have very few deficiencies and necessary waivers are in effect.

EFFECTIVE - Requirements are met in all mission areas and personnel are proficient. Resources are managed in an effective and compliant manner. Continuous process improvement efforts are evident. Critical programs and processes are measured and repeatable. Programs have few significant deficiencies. Management systems are present and continuous improvement occurs.

MARGINALLY EFFECTIVE - Does not meet criteria for an EFFECTIVE rating. Requirements are met in some but not all mission areas. Unit personnel meet minimum performance criteria but with limited proficiency. Some key processes and activities are not carried out in a competent or compliant manner, or are personality-dependent. Little to no evidence exists of continuous process improvement efforts. Resources and programs are not well managed. Deficiencies exist that significantly increase risk to the mission or the Air Force. Management systems have some elements that are not working in a cohesive process.

INEFFECTIVE - Does not meet all of the criteria for an EFFECTIVE rating and does not demonstrate ability to meet mission requirements. Evidence exists of systemic non-compliance or widespread disregard for prescribed procedures. The number and severity of deficiencies preclude or seriously limit mission accomplishment. Leaders do not treat Airmen with respect or do not provide a healthy and safe work environment. Resources and programs are grossly mismanaged. Management systems are not evident.

AREA FOR IMPROVEMENT: An area for improvement is a discrepancy that does not have the mission impact of a finding. Areas for improvement are discrepancies that warrant identification to aid the activity in its post-inspection efforts to improve. Postal inspectors will identify all areas that need improvement, but do not qualify as a finding. The total number of area(s) for improvement identified shall influence and help determine ratings which will drive the final overall inspection rating.

BEST PRACTICE: Processes that are characterized as innovative or well-managed programs or procedures that are performed extremely well will be identified as best practice(s). For example, procedures routinely completed in faster than normal times due to an innovative procedure, revamped programs that improve desired outcomes, or service that is superior are examples of a best practice. Additionally, the total number of best practice(s) identified shall also influence and help determine ratings which will drive the final overall inspection rating.

COMMAND BENCHMARK PROGRAMS/PROCESSES AND SPECIAL INTEREST ITEMS: Potential strengths, programs, processes, and/or practices may be identified for review and validation as Benchmark Programs/Best Practices for command-wide employment. When warranted, HAF, PACAF, and PACAF AIRPS Special Interest Items will be incorporated into the Postal Effectiveness Inspection process for evaluation and reporting accordingly.

FINDINGS include but are not limited to:

1. Instance of mail delay caused by the activity being inspected
2. Identification of a mail security violation, including facility security
3. Loss of stamp stock, cash, or cash instruments
4. Failure to secure stamp stock, cash, or cash instruments
5. Loss of accountability of any type of accountable mail
6. Unauthorized delivery of accountable mail
7. Identification of mail compromise
8. Force Protection or safety violations
9. Loss of capital equipment or capital equipment accountability
10. Violations of public law

Attachment 3

SUSPICIOUS MAIL PROCEDURES**Figure A3.1. Suspicious Mail Procedures.****CHARACTERISTICS OF A SUSPICIOUS MAIL**

1. Package appears uneven/lopsided; rigid and/or bulky
2. Strange odor emanating from the package
3. Package's wrapper/external appearance is discolored or contains oily stains/crystallization
4. May not have a return address or return address does not match postmark.
5. Package may have restrictive markings or misspelled words. Address may be poorly written/typed or addressed to a position or person's title instead of an individual.
6. Excessive packaging tape or multiple types of tape used to seal the package
7. Excessive postage stamps used to mail article
8. Protruding wires
9. Leaking a powdery substance
10. Buzzing or odd noise

SUSPICIOUS MAIL (EXPLOSIVE)

1. Do not shake, drop, or open the parcel. If you can safely do so, isolate the article. Do not place the suspicious package in a confined or enclosed space.
2. Do not use cell phones or two way radios around the article.
3. If the article displays the characteristics of a suspicious parcel identified above and on USPS POS 84, *Suspicious Mail*; proceed with the next step.
4. Notify co-workers of the situation and evacuate the facility. Meet at the designated rally point and conduct personnel accountability.
5. If possible mark the location of the suspicious piece with a traffic cone or something similar.
6. Lock facility doors to prevent theft of mail/postal effects and to prevent personnel without knowledge of the situation from entering the facility.
7. Post guards on the perimeter of the facility to prevent entry to the building (cordon the building if possible). Block traffic to prevent vehicles from passing by the facility. Notify buildings in close proximity of the situation so they can initiate evacuation of their facilities as needed.
8. Phone the installation Security Forces at _____ or the local agency at _____ and report the incident. Notify your chain of command.
9. Individual who discovered/identified the suspicious mail will meet the first responders and provide description and location of the suspicious item.

10. Do not enter the facility until the first responders have cleared the facility and authorized reentry.

11. Submit a Suspicious Mail Incident Report to PACAF AIRPS/DO within 24 hours of the incident.

SUSPICIOUS MAIL (POWDER)

1. Leave the article where it was found. Do not shake or empty contents of the mail. Do not touch, smell or taste the suspicious substance.

2. Cover the article with a mail bag, plastic bag or any material available to prevent substance from spreading contamination.

3. Immediately notify supervisor and co-workers of the situation. Direct a co-worker to shut off the facility's HVAC system. If the system is centrally controlled, call C.E. or appropriate agency to have your HVAC system shut down.

4. If possible mark the location of the suspicious piece with a traffic cone or something similar.

5. Initiate evacuation procedures. Take personnel accountability once rally point is reached.

6. Phone the installation Security Forces at _____ or the local Law Enforcement agency at _____ to report the incident. Notify your chain of command.

7. Lock exterior doors and close all windows of the facility. Post guards on the perimeter of the building to prevent entry to the building (cordon building if possible).

8. Individual(s) who were around/handled the suspicious article and may have been contaminated with the suspicious substance must isolate themselves from others.

9. Immediately wash hands or any body parts that may have been contaminated with soap and water. Wait for the arrival of the first responders in an area away from the suspicious article.

10. Provide first responders with a list of all personnel who came in contact or were within the vicinity of the suspicious item.

11. Follow directions provided by the first responders. Do not enter the facility until after the first responders have cleared the facility and deemed it safe to reenter.

12. Submit a Suspicious Mail Incident Report to PACAF AIRPS/DO within 24 hours of the incident.

Attachment 4

TELEPHONE BOMB THREAT PROCEDURES

Figure A4.1. Telephone Bomb Threat Procedures.

1. AF Form 440, Bomb Threat Aid is required to be posted next to each telephone in your facility for easy reference in case a bomb threat by phone is received.
2. If a telephone bomb threat is received; Do Not Hang Up the Phone!
 - A. Try to gather as much information as possible; ask the caller the questions outlined on AF Form 440 and write down their responses in the spaces provided. If you do not have an AF Form 440; ask the caller the questions below and record their response on a sheet of paper.
 1. When is the bomb going to explode?
 2. Where is it right now?
 3. What does it look like?
 4. What kind of bomb is it?
 5. What will cause it to explode?
 6. Did you place the bomb?
 7. Why?
 8. Where are you?
 9. What is your name?
 10. Background sounds
 11. Caller's voice
 12. Language
 - B. Write down the exact wording of the threat, length of call, time and date of call.
 - C. Try to keep the caller on the phone as long as possible. If possible have a coworker contact Security Forces from another line and let them know about the bomb threat.
 - D. Once the caller hangs up, do not hang up the phone. If a coworker hasn't already done so, utilize another phone and line in the facility to call installation Security Forces at _____ or the local Law Enforcement officers at _____ to report the bomb threat. Notify your chain of command.
3. If the caller indicated the bomb is in the vicinity, immediately evacuate the facility. Meet at the rally point and conduct personnel accountability. Post guards around the perimeter of the facility (cordon if possible) to ensure no one enters the facility.
4. Wait for the arrival of the first responders and do not enter the facility until cleared to do so by first responders.

Attachment 5**ANTI-ROBBERY PROCEDURES****Figure A5.1. Anti-Robbery Procedures.****DURING THE ROBBERY**

1. Comply with all demands of the robber(s). Avoid actions which may increase the danger to yourself and others. Do not offer any resistance or interfere with the robbery. Your first concern is the safety of yourself and others in the vicinity.
2. If your facility is equipped with a duress alarm; activate it discreetly. Do not attempt to activate the alarm if the robber(s) can see/notice your action.
3. Covertly announce your facility's duress word. Members not directly involved in the incident who hear the duress word will notify others of the situation and contact law enforcement officials at _____ using other phones inside the facility.
4. Take mental notes of the robber's physical features, voice, accents, mannerisms, attire, type of weapon, and any other characteristics that may aid law enforcement in identifying the robber(s) later.

AFTER THE ROBBERY

1. Once the robber(s) depart, immediately notify co-workers a robbery has occurred. Secure and protect the crime scene. Do not allow anyone to enter the area except law enforcement officials. Protect and do not unnecessarily handle any evidence the robber(s) may have left behind such as notes or anything they may have touched. Identify anything left behind or touched by the robber(s) to law enforcement officials.
2. Co-workers should attempt to determine the robber(s) direction of departure, mode of travel and any other pertinent information that can be gathered by safely watching from a door or window. Do not attempt to follow the robber(s).
3. Notify Security Forces or your local law enforcement officials at _____. Advise them a robbery has occurred and provide a description of the suspect and a direction of travel, if available.
4. Lock all exterior doors and windows to prevent the robber(s) from returning. Secure any remaining finance accounts, the registry section, and all other areas. Do not allow anyone to enter/exit the facility with the exception of law enforcement officials.
5. Segregate individuals who witnessed the robbery and have them complete AF IMT 439, *Robbery Checklist*. Do not allow witnesses to discuss the events or description of the perpetrator while completing the forms. Provide completed forms to responding law enforcement officials.
6. Cease all operations until the investigation has been completed and law enforcement officials have cleared the operation to resume business.